



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Qwest Communications Corporation**  
**for quarter ending March 31, 2008**

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	1.30	1.30	1.20	1.27
B. Operator Answer Time - Information [730.510(a)(1)]	5.40	5.50	6.10	5.67
C. Repair Office Answer Time [730.510(b)(1)]	30.72	29.15	27.04	28.97
D. Business or Customer Service Answer Time [730.510(b)(1)]	30.72	29.15	27.04	28.97
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	0.00% *	100.00%	66.67% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.24	3.72	0.41	1.79
H. Percent Repeat Trouble Reports [730.545(c)]	25.00% *	0.00%	0.00%	7.14%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Qwest had minimal activity against a small customer base tending to skew percentage calculations.



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